



SAFETY RELATED RECALL

Global Recall Action
Number: H491

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|--|-------------------------------|
| Subject: Passenger Airbag Replacement | Publication No.: H491 |
| | Model: E-PACE (X540) |
| | Model Year: 2021 - 2023 |
| | Date of Issue: 20 August 2024 |

| | |
|------------------------------|---|
| To: | All National Sales Companies (NSCs), importers, retailers and authorized repairers excluding China |
| For the Attention of: | The approved JLR retailer/authorized repairer. |
| Important: | NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. |

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2021 model year to 2023 model year Jaguar E-PACE vehicles where, during a passenger airbag deployment, the airbag may tear as a result of the instrument panel airbag deployment door panel not being sufficiently weakened.

A torn airbag may reduce the occupant protection, and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to occupants.

ACTION TO BE TAKEN

JLR has taken the decision to recall and repair affected vehicles.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest JLR retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

JLR retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

The following applies to:
[NORTH AMERICA]

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number:24V-278

Transport Canada (TC) reference number:2024-231

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

The following applies to:
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2021 model year to 2023 model year Jaguar E-PACE vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall

will be posted on the NHTSA and TC websites. United States Federal regulations require that JLR retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires JLR retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a JLR retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations. This Safety Recall serves as notification to all JLR retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.



The following applies to:
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. JLR retailers/authorized repairers who proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - H491

Parts Information

The parts below should be ordered through JLR in the normal manner.

| Description | Part Number | Qty |
|--------------------------------------|-------------|-----|
| Passenger airbag - ROW Specification | 541123460 | 1 |
| Passenger airbag - NAS Specification | 541123459 | 1 |
| Bolt | C2S39739 | 8 |

SROs

| Description | SRO | Time |
|--------------------------|----------|------|
| Install passenger airbag | 76.73.37 | 1.1 |
| Drive in/drive out | 10.10.10 | 0.2 |

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code H491 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

| Program Code | Option | Description | SRO | Time | Part Number | Qty |
|--------------|--------|--|----------|------|-------------|-----|
| H491 | A | Install passenger airbag - ROW specification | 76.73.37 | 1.1 | 541123460 | 1 |
| | | | | | C2S39739 | 8 |
| H491 | B | Install passenger airbag - ROW specification Drive in/drive out | 76.73.37 | 1.1 | 541123460 | 1 |
| | | | 10.10.10 | 0.2 | C2S39739 | 8 |
| H491 | C | Install passenger airbag - NAS specification | 76.73.37 | 1.1 | 541123459 | 1 |
| | | | | | C2S39739 | 8 |
| H491 | D | Install passenger airbag - NAS specification Drive in/drive out | 76.73.37 | 1.1 | 541123459 | 1 |
| | | | 10.10.10 | 0.2 | C2S39739 | 8 |

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this campaign.

Customer Reimbursement and Related Damage Process

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

SERVICE INSTRUCTION

1. Renew the passenger airbag module, (see TOPIx workshop manual section 501-20: Supplementary Restraint System - Removal and Installation - Passenger Airbag).
2. For information on returning or disposing of airbag modules, (see TOPIx workshop manual section 501-20: Supplementary Restraint System - General Procedures - Airbag Disposal).

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: H491

Date: month/year

SAFETY RELATED RECALL - E-PACE - Passenger Airbag Replacement

Dear

JLR Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain JLR vehicles within a specific production range. Read the information below, this will explain the actions that we intend to take and what you will need to do.

Why are we contacting you?

A concern has been identified on certain 2021 model year to 2023 model year Jaguar E-PACE vehicles where, during a passenger airbag deployment, the airbag may tear as a result of the instrument panel airbag deployment door panel not being sufficiently weakened.

A torn airbag may reduce the occupant protection, and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to occupants.

What will your JLR retailer/authorized repairer do?

At your visit, your preferred JLR retailer/authorized repairer will replace the passenger airbag.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your JLR retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Contact your preferred JLR retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the JLR retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a JLR retailer/authorized repairer, access www.jaguar.co.uk, www.jaguar.com for contact details.

If you no longer own the vehicle could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns

If you experience any concerns relating to this Recall, contact the Service Manager at the JLR retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This campaign is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this campaign.

Treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this campaign may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers



FOR USE ON ENQUIRY

JLR H491

Passenger Airbag Replacement

A concern has been identified on certain 2021 model year to 2023 model year Jaguar E-PACE vehicles where, during a passenger airbag deployment, the airbag may tear as a result of the instrument panel airbag deployment door panel not being sufficiently weakened.

A torn airbag may reduce the occupant protection, and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to occupants.

Question 1

Why is JLR recalling certain models?

Answer

JLR is conducting a voluntary safety recall involving certain 2021 model year to 2023 model year Jaguar E-PACE vehicles. Customers will be asked to take their vehicles to an approved JLR retailer/authorized repairer to have the passenger airbag replaced.

Question 2

Can you tell me more about what is wrong with the vehicles?

Answer

Engineering analysis of a small number of superficial quality test results has concluded that there is a risk of the passenger airbag not assuredly fully breaking through the instrument panel on deployment. This could potentially lead to a tear in the passenger airbag. A torn airbag may reduce the occupant protection, and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to the occupants.

Question 3

How would the customer become aware of potentially having this concern?

Answer

In the event of a crash the resulting injuries sustained could be increased.

Question 4

Does this concern affect vehicle safety?

Answer

Yes, there is an elevated risk of injury in the event of a crash.

Question 5

Has JLR received many complaints?

Answer

JLR has not received any complaints attributed to this issue.

Question 6

Have there been any accidents or injuries or fires?

Answer

There have been no reported accidents, injuries or fires as a result of this concern.

Question 7

How was the condition discovered?

Answer

The defect was identified through supplier lot acceptance testing.

Question 8

How long has JLR known about this problem?

Answer

An investigation was launched into the issue in September 2021.

Question 9

Is the defect leading you to any concerns regarding the reliability of the vehicle?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 10

What has JLR done in production?

Answer

Production vehicles have had the specification of airbag updated, as well as a change in the cut-depth of the opening in the instrument panel.

Question 11

What will JLR retailers/authorized repairers do to the vehicles?

Answer

Vehicles will have the passenger airbag module and associated components replaced. The replacement airbag module is able to break through instrument panels where the weakening cut is out of specification.

There will be no charge to the owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

Certain 2021 model year to 2023 model year Jaguar E-PACE vehicles as below may be affected:

SADFA2AT5M1013925 to SADFA2BN2P1037104*

* Specific vehicles within the Vehicle Identification Number (VIN) range

Question 13

Are other JLR models affected by these actions?

Answer

No other JLR models are known to be affected by this condition.

Question 14

Are parts available to rework vehicles?

Answer

Parts are available for JLR retailers/authorized repairers to conduct this repair.

Question 15

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 16

How do I know if my vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly be contacted and invited to make an appointment with a JLR retailer/authorized repairer for the work to be completed.

In some countries, recall information is available online through the Jaguar brand web site.

Customers can use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>.

Question 17

How long does it take for the car to be inspected and repaired?

Answer

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 2 hours to complete. Naturally, due to JLR retailer/authorized repairer schedules, vehicles may be

required for longer.

Question 18

Can I continue to drive my vehicle safely until it has been recalled?

Answer

Affected customers will be contacted directly by JLR and are advised to book their vehicles in for repair as soon as possible.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandrover.com